Demand-Response Service and Dial-a-Ride Policies & Procedures

North Central Regional Transit District

November2014

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Demand-Response Service and Dial-a-Ride

Policies & Procedures

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Exhibits Maps – Service Areas

I. Demand-Response Service

A. Goal

It is the goal of the NCRTD to provide mobility options for those residents of Rio Arriba County/City of Española that don't have a fixed route readily available to them.

B. Service Area

Demand-Response service* is available to Rio Arriba County and City of Española residents that do not have a fixed route available to them or live within a 15 mile radius of the Española Park and Ride Lot located at Paseo de Onate at Calle Espinosa. The communities of Arroyo Seco and La Puebla are included for ADA service only, during peak hours only on the Santa Fe and Chimayo routes. It is the policy of the NCRTD that demand-response service is curb-to-curb. Door-to-door service will be considered on a case-by-case basis.

*(see Demand Response service area map Exhibit B)

C. Reservations for Service

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one day prior to the first trip, and up to 4 days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service must be made at least 1day prior up to 4 days in advance on a first come, first served basis. Same-day reservations are accepted on a space available basis.

Requests for service shall be accepted from 6:00 a.m. to 3:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame

D. Fares

The fare for demand-response service is $1.00 one-way for curb to curb service. The fare for approved door to door service is $1.00 one-way. Payment for the fare must be in cash and in the exact amount. Payment is due at the time of boarding.

The fair for ADA eligible passengers door to door is $1.00 one-way.
No fare will be charged for personal care attendants. However, guests shall pay a fare of $1.00. Additional guests will be scheduled on a space available basis. Payment of the fare must be in cash and in the exact amount. Fares shall be paid at the time of boarding.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the 'NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The demand-response service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

G. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

H. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

I. Riding Demand-Response Service

Demand-Response passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (consisting of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the "pick-up time period." Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a "no show" and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1-866 206-0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

J. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10 years of age. Children under the age of 10 must have a guardian of legal age accompany them during transport.

K. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the "NCRTD office.

Three (3) "no shows" within a thirty (30) day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD Transit Operations and Facilities Director, shall result in suspension of service for a period of thirty (30) days. The passenger will be given an opportunity for a hearing prior to the suspension.

II. Dial-a-Ride Service *(Anticipated Launch Date is February 2015)*

A. Goal

It is the goal of the NCRTD to provide mobility options for those residents of the Pojoaque-Nambe area that do not have a fixed route readily available to them.

B. Service Area

Dial-a-Ride service* is available to the Pojoaque-Nambe area residents that do not have a fixed route available to them. It is the policy of the NCRTD that Dial-a-Ride service is Curb-to-Curb. Door-to-Door service will be considered on a case-by-case basis.

* See Maps Exhibit D–Dial-a-Ride Service Area

C. Reservations for Service

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one (1) day prior and up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service may be made at least one (1) day prior and up to four (4) days in advance. However, single

trip reservations may be made up to one (1) hour in advance on the same day where space is available.

Requests for service shall be accepted from 6:00 a.m. to 5:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one (1) hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a thirty (30)-minute time frame.

D. Fares

There is no fare for Dial-a-Ride service.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The Dial-a-Ride service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

G. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

H. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

I. Riding Dial-a-Ride Service

Dial-a-Ride passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick-up time period.” Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

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